



EMPLOYMENT OPPORTUNITY

Town of Lexington

We are currently accepting applications for the full-time (35 hours / week) position of:

IT Support Technician Information Systems

Starting hourly rate from \$27.53 - \$32.35 / hour
Excellent Benefits

<p>The <u>REQUIRED</u> Town of Lexington application must be received in the Town's Human Resource Department by Friday, March 18, 2016</p>
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GENERAL SUMMARY:

Under the direction of the Director of Information Technology, maintains the daily operations of and provides user support for desktop computing, including all associated peripherals, computer hardware and software. Receives daily direction from the Network Administrator.

ESSENTIAL JOB FUNCTIONS:

- ◆ Provides primary help desk support; proactively monitors and manages customer support portal.
- ◆ Provides day to day support for users, hardware and software within the Town at multiple sites. Ensures network, PC hardware, software and peripherals are maintained. Responds to computer crashes and other issues.
- ◆ Maintains security and protection of systems with standard AV and Malware protection. Monitors and removes threats. Assists with policy monitoring and enforcement.

- ◆ Maintains and troubleshoots workstations and applications. Sets up new computers (workstations and laptops), mobile devices, tablets, cell phones, printers, scanners, copiers, projectors, other assorted hardware, software, and network devices. Performs maintenance and upgrades. Images and reimages PCs as needed for deployment.
- ◆ Provides primary Microsoft Office and public safety workstation and mobile support.
- ◆ Creates and maintains system and software documentation.
- ◆ Provides hands on training and assistance of Town staff, including preparation of self-help materials.
- ◆ Maintains asset tracking and annual inventory of computers and related equipment.
- ◆ Assists with the maintenance of VoIP telephone systems. Performs maintenance, user training and phone configuration changes.
- ◆ Assists with network maintenance.
- ◆ Assists with maintaining an inventory of software and assists with establishing application standards (e.g. including but not limited to operation, applications and security). Installs and maintains software.
- ◆ Provides general IT support; serves as member of an IT support team with shared responsibilities; responds to technology issues. Contributes toward the development of and maintenance of sound technical support practices and processes.
- ◆ Works with vendors and their technical support staff to troubleshoot systems and repair systems.
- ◆ Performs or assists with special projects and other related duties as required, directed, or as the situation dictates.
- ◆ Regular attendance at the workplace is required.

SUPERVISORY RESPONSIBILITY:

None.

MINIMUM EDUCATION & EXPERIENCE:

Associate's Degree or two year college certification from an accredited college or university in computer science, information technology, or a related field. Technical Certifications desirable. Must have at least one to three years of experience handling multiple sites and 100+ users. Preference will be given to experience in Municipal and/or public safety software similar to systems used by the Town of Lexington.

QUALIFICATIONS:

Knowledge of:

Various Windows operating systems and alternate operating systems such as Mac, Android, IOS, Chrome, or other.
Microsoft Office, database concepts, multimedia applications.
Standard business applications such as financial management applications, Adobe PDF and Document management systems.
Security software such as Enterprise Antivirus software.
Help desk support and ticketing software.
PC, printer and basic technology hardware repair and maintenance.
PC Imaging software.
Basic network services, including DNS, TCP/IP, WINS, DHCP, and World Wide Web.
VoIP systems and telephone device maintenance.
Virus and malware removal.
Various mobile technologies.
Support desk methodology.
Customer support and interaction strategies.
Basic teaching and training techniques.

Ability to:

Operate computer and various hardware/software necessary for performing assigned duties.
Communicate clearly, both orally and in writing, and maintain effective work relationships.
Analyze problems, identify alternatives and solutions, and project consequences of proposed actions.
Work well in times of stress, performing multiple tasks at one time.
Learn and adapt to new technologies/systems/architectures.
Interpret and apply federal, state, and local policies, procedures and regulations.
Work collaboratively and effectively with various departments.
Demonstrate & practice effective interpersonal communication, presentation, problem solving and analytical skills.
Maintain efficient and effective automated systems.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. May be required to crouch, crawl, stand for long periods of time and lift computer equipment.

Office equipment (personal computer, computer peripherals, telephone, calculator, copier, mobile devices, facsimile, etc), servers, network equipment, testing equipment, small hand tools and passenger vehicle. Must be sighted and able to perceive and discriminate colors and visual cues. Must be able to perceive and discriminate sounds and speak at a normal rate of

conversation. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, color discrimination and the ability to adjust focus. Work requires extended periods of sitting, reaching, typing, and mousing, which requires eye-hand coordination and finger dexterity. Frequently lifts and/or moves equipment weighing up to 50 pounds.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

<p>*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.</p>

APPLICATION PROCESS

All applicants are required to complete a Town application form, available from the Internet at www.lexingtonma.gov, emailing jobs@lexingtonma.gov, calling (781) 698-4591 or by visiting the Human Resources Department. Resumes may be attached to the application form as additional information, but cannot serve as a substitute for completing the required application form.

Applicants must be able to pass a background/security check including CORI screening.

<p>Application must be received in the Town's Human Resource Department by Friday, March 18, 2016</p>
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The Town reserves the right to modify the application deadline, and/or accept applications after the deadline, to best serve the interest of the community.

After the deadline all applications will be reviewed and the most highly qualified candidates will be invited to one or more interviews. All applicants will be notified of their standing in the process as soon as a decision has been made regarding their individual application.

Individuals who need accommodations in order to participate in this process should contact the Human Resources Department.

Questions regarding this hiring process should be addressed to the:

Human Resources Department
Town of Lexington
1625 Massachusetts Avenue
Lexington, MA 02420
(781) 698-4591
